

308: Designation of LTCO

- A. The SLTCO designates individuals, both paid and unpaid, as representatives of the Office and to represent the entity designated as the Regional LTCOP.
- B. The Regional Ombudsman, or the provider agency for the Regional Ombudsman, shall submit names of persons to be designated as LTCO to the Office and, in PSAs where the AAA has a grant or contract for LTCOP services, shall provide the AAA with a copy of the correspondence.
- C. To be designated as a LTCO, an individual must:
 - 1. be at least 18 years of age with no felony conviction;
 - 2. have an ability to carry out the responsibilities of a LTCO;
 - 3. be free of unremedied conflicts of interest;
 - 4. meet the minimum qualifications for the applicable LTCO position;
 - 5. satisfactorily complete the applicable training requirements as specified in the Designation and In-service Training (Appendix G); and
 - 6. be recommended by the Regional Ombudsman, or by the provider agency for the Regional Ombudsman.
- D. In order to qualify as a Regional Ombudsman, an individual must:
 - 1. have attained an undergraduate degree from a four-year college or university;
 - 2. have achieved the equivalent of three (3) years of full-time work experience with at least two years in advocacy, aging,

- social services, health care or related fields with at least one year in a consultative or supervisory capacity being desirable. Comparable experience may be substituted at the discretion of the Office; and
3. be able to work full-time to perform LTCOP functions without conflict.
- E. The AAA and/ or designated provider agency must submit a formal letter of request to the SLTCO to designate the recommended candidate as a regional ombudsman. The resume of the candidate must be submitted with the request letter. The AAA may receive a copy of the request letter.
- F. In the event a medical or family leave or other approved instances, is requested by the regional ombudsman, the designated provider agency must notify the SLTCO and the AAA. Certified designated back-up staff support must be provided by the designated LTCOP.
- G. In order to qualify for a Paid LTCO position, an individual must:
1. have met the qualification outlined in Section 308 C of this Manual;
 2. at a minimum, have attained two years of education beyond high school; and
 3. have achieved one year of experience in advocacy, aging, social services, health care or related fields or experience may be substituted at the discretion of the Office, upon the recommendation of the Regional Ombudsman.
- H. Requests for substitutions, waivers or variances related to minimum requirements must be made in writing and approved, pursuant to Chapter 1, Section 104 of this Manual, prior to the hiring or promotion of the employee in question.

- I. The Office shall:
 - 1. register the designated LTCO on the Ombudsman Representative Registry with the effective date of designation being the date the Office approves the designation information;
 - 2. send written notification of an individual's designation as a LTCO to the individual being designated, the AAA in the relevant service area, and the provider agency within thirty (30) days of the determination; and
 - 3. award the LTCO with an identification card, signed by the SLTCO.
- J. Designation continues unless the individual is de-designated by the SLTCO or resigns from the responsibilities of a LTCO.
- K. Designation does not authorize a LTCO to enter any facility or business other than a long term care facility as defined in this Manual or to initiate any LTCOP activities for any individual other than the residents as defined in this Manual.